


QUICK REFERENCE GUIDE

Clearspan Communicator Desktop Audio and Video for PC and Mac


Clearspan Communicator Desktop for PC and MAC offers a convenient, intuitive client interface for multimedia services. You can place and receive phone calls and video calls. It also integrates various features with the Clearspan Communicator server platform.

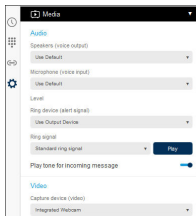
SIGN IN












1. When Clearspan Communicator starts up, the sign-in screen displays.
2. If you are signing in for the first time, you must enter the URL of the server, username, and password, which are supplied by your administrator. On subsequent logins, you can select your username from the drop-down list and enter your own password.
3. Click Sign in. If you want to run Clearspan Communicator or sign in automatically, you can change the Preferences by selecting .



AUDIO AND VIDEO

If you have any audio or video issues, check your Microphone, Speakers, and Webcam settings by selecting  and then choosing Media.



| | |
|---|----------------------------------|
|  | Available |
|  | Idle |
|  | Busy |
|  | Offline |
|  | Pending |
|  | Busy on a call |
|  | Busy in a meeting |
|  | Available on mobile only |
|  | Available on desktop phone only |
|  | Idle on mobile |
|  | Busy on a call but not logged in |

My Presence Information

- Available: Ctrl+Shift+A
- Away: Ctrl+Shift+Y
- Seek: Ctrl+Shift+B
- Offline: Ctrl+Shift+O

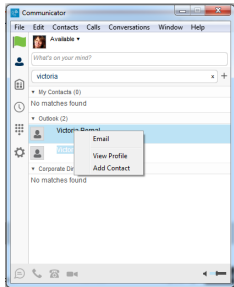
Labels in the interface:

- Preferences, Sign Out
- Call Settings
- Active Call
- Active Chat
- Add Contact
- Search for Contacts
- Contacts
- My Room
- Communication History
- Dialpad
- Enterprise Directory
- Web Content
- Preferences
- Contacts List
- Chat
- Call
- Call from Phone
- Video Call
- Dialpad Window

SEARCH FOR CONTACTS

You can search your personal directory and the enterprise directory.

1. In the Search and Dial field at the top of the screen, enter a name.
2. Right-click an entry in the search results to communicate with the contact or add the contact to your Contacts list.



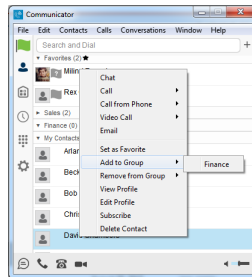
Note: Remove the characters in the search box after your search. If any characters remain in the search box, your contacts will not display when you click on the Contacts icon.

ADD A CONTACT OR CONFERENCE

1. To manually add a contact or conference to your Contacts list, click **+** near the top right corner of the Contacts screen and select Add Contact.
2. Enter the name and contact information.
3. Click to add the entry to your Contacts list.

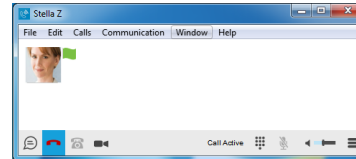
CREATE A CONTACTS LIST GROUP

1. To create a group of contacts, click **+** near the top right corner of the main screen and select Add Group.
2. Choose a name for the group. The group appears in your Contacts list, and you can add contacts under it.
3. To add a contact to a group, right-click the contact and select Add to Group.



PLACE AN AUDIO (PC) CALL

1. Click on the contact to call.
2. Click . The call screen opens and the call is placed from your PC.



PLACE A CALL FROM YOUR PHONE

1. Click on the contact to call.
2. Click . The call is placed from your desk phone.

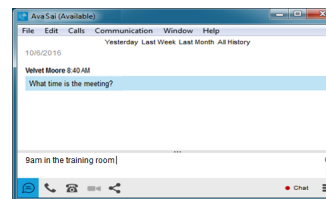
PLACE A VIDEO CALL

1. Click on the contact to call.
2. Click . The call screen opens and the call is placed from your PC. The destination user must click on his/her video icon to accept your video call.



CHAT WITH A CONTACT

1. Click on the contact to chat with.
2. Click . The chat window opens.

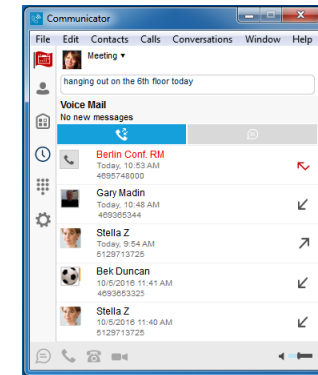


VIEW THE COMMUNICATION HISTORY

Click to view the Communication History. The chat tab in the history window contains the chat sessions history. The icons on the calls tab indicate status as follows:

- Completed call.
- Missed or diverted call.
- Outbound call.

Select an entry in the Communication History to place a call or start a chat session.



CONFIGURE PREFERENCES

1. To configure Preferences, select Preferences from the File menu, or click .
2. Select a category from the drop-down menu.
 - General: Language, Login, Notifications
 - Media: Audio and Video
 - Incoming Calls: Do not Disturb, Call Forwarding, Remote Office, Call Waiting, Clearspan Anywhere
 - Outgoing Calls: Automatic Callback, Highlight to Call, Block My Caller ID
 - Advanced: Troubleshooting, Proxy settings, Credentials

For more information about Clearspan Communicator, refer to the Clearspan Communicator User Guide for Desktop, which you can access using the Help menu.